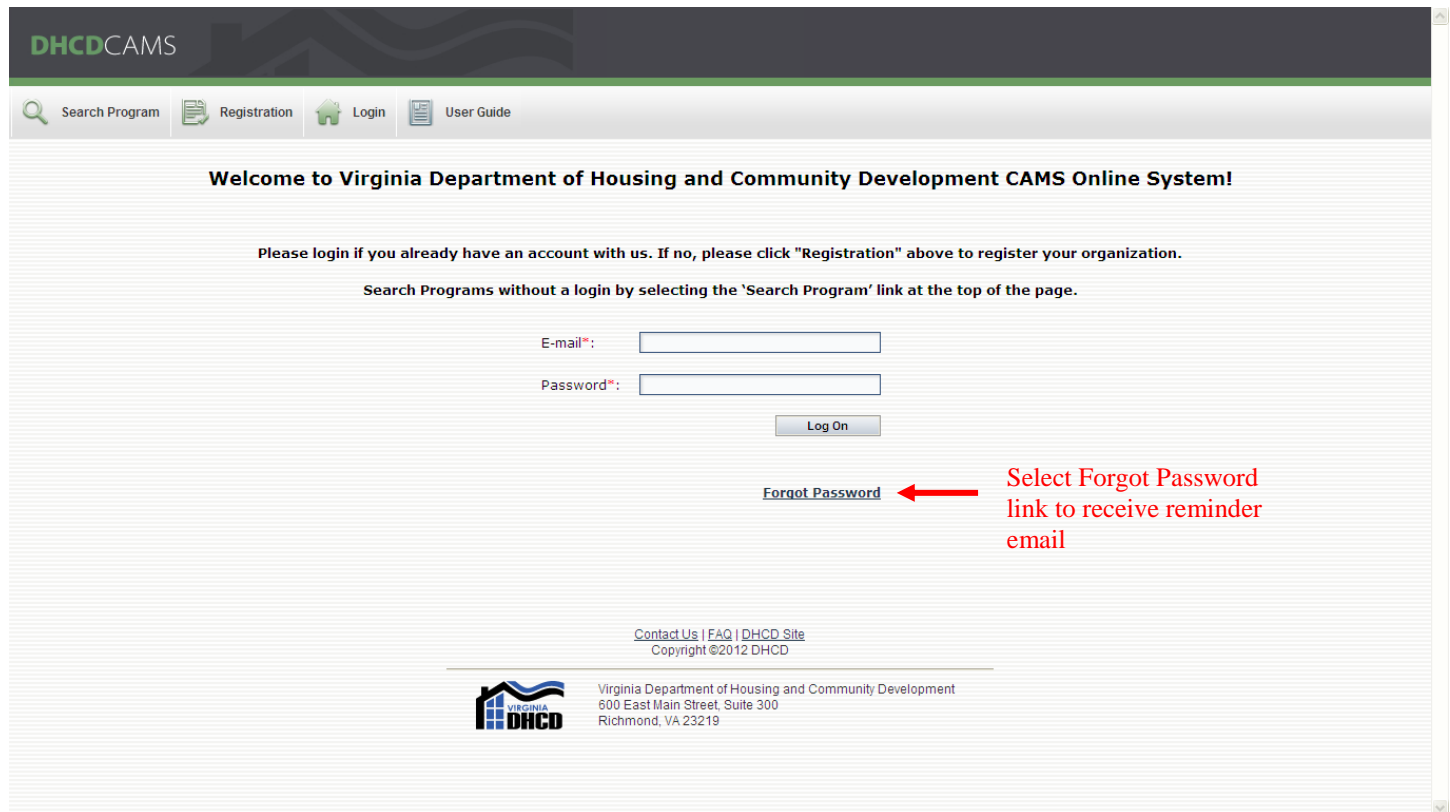


## User Reference Document - Forgot Password

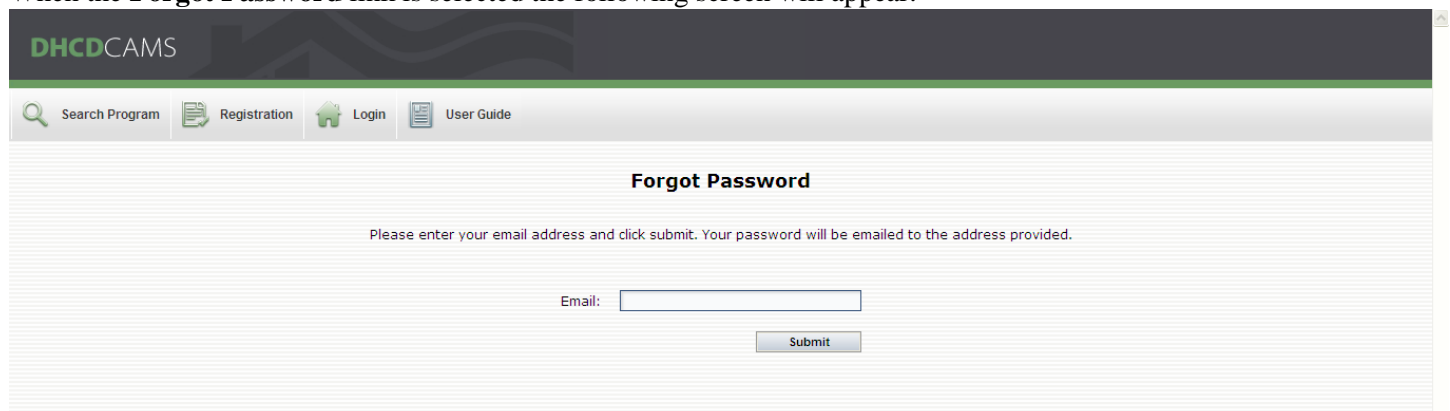
The **Forgot Password** link within the Login page allows any CAMS user with a valid ID and password to send a reminder email with their CAMS password to their email address of record.

### Login Page



The screenshot shows the DHCD CAMS Login Page. At the top, there is a navigation bar with links for Search Program, Registration, Login, and User Guide. Below the navigation bar, a welcome message reads: "Welcome to Virginia Department of Housing and Community Development CAMS Online System!". A prompt states: "Please login if you already have an account with us. If no, please click 'Registration' above to register your organization." Below this, a note says: "Search Programs without a login by selecting the 'Search Program' link at the top of the page." The login form includes fields for "E-mail\*" and "Password\*", a "Log On" button, and a "Forgot Password" link. A red arrow points to the "Forgot Password" link with the text: "Select Forgot Password link to receive reminder email". At the bottom, there is a footer with links for Contact Us, FAQ, and DHCD Site, along with the DHCD logo and address: "Virginia Department of Housing and Community Development, 600 East Main Street, Suite 300, Richmond, VA 23219".

When the **Forgot Password** link is selected the following screen will appear.



The screenshot shows the DHCD CAMS Forgot Password Page. At the top, there is a navigation bar with links for Search Program, Registration, Login, and User Guide. Below the navigation bar, the title "Forgot Password" is displayed. A prompt states: "Please enter your email address and click submit. Your password will be emailed to the address provided." Below this, there is an "Email:" field and a "Submit" button.

Enter your CAMS ID, which is also your email address of record in CAMS. Select the **Submit** button.



This screenshot shows the DHCD CAMS Forgot Password Page with the email address "kdynes@impactmakers.org" entered in the "Email:" field. The "Submit" button is visible below the field.

## User Reference Document - Forgot Password

If a valid CAMS ID has been entered, the message below will display.

**Forgot Password**

Please enter your email address and click submit. Your password will be emailed to the address provided.

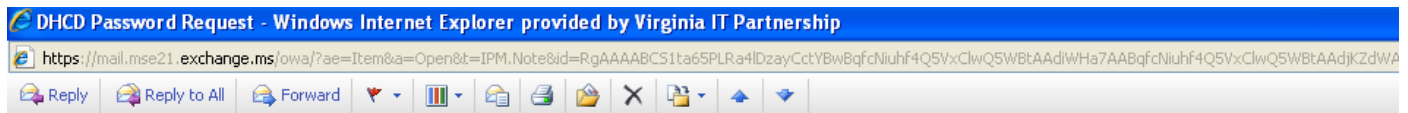
Email:

An email has been sent to the email address provided above with your password.

Return to Login Page: [Return to Login Page](#)

Check your email for a message like the one below. The password will be displayed in the body of the email.

Toggle back to the CAMS session and select the **Return to Login Page** link to log in with the password from the email. You may also engage the Login Page from the link within the email as shown below. This will open a new browser session.



### DHCD Password Request

[NoReply@DHCD.Virginia.gov](mailto:NoReply@DHCD.Virginia.gov) [NoReply@DHCD.Virginia.gov]

Sent: Sunday, December 04, 2011 3:42 PM

To: *Requesting user's email address here*

This email was sent to you because you requested your password from the DHCD CAMS Web Portal. If you did not request this email please disregard.

Your password is: *Requesting user's password here*

DHCD Login: [CAMS Login Page](#) ← **Link to open a new browser and the CAMS Login page**